



Directorate of Economy and Environment
Director **Stuart Love**



Annual Parking Report

1st April 2010 to 31st March 2011

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1 Foreword

Welcome to the third annual report produced by the Isle of Wight Council Parking Services. Under legislation - Part 6 of the Traffic Management Act 2004 – local authorities are expected to publish a report on the financial, statistical and other data related to parking.

Parking management and enforcement is an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy and encourages residents to use sustainable methods of transport. The Isle of Wight Council's Parking Services aim to increase compliance with parking restrictions whilst managing and reconciling the competing demands for all road users.

In addition to a fair and consistent enforcement operation, Parking Services also provide assistance to residents, visitors and businesses with permits, dispensations, suspensions and general parking advice. This can be obtained by contacting the council's call centre.

Parking remains a topical subject that attracts a degree of emotive views but there are many examples of where Parking Services have made a beneficial and positive impact for the local community, particularly by creating a safe environment around schools and ensuring suitable parking facilities are available for residents and tourists alike.

Lastly, it should be remembered that parking enforcement forms part of a wider transport policy aimed to make the Island safer for all.

Thank you for taking the time to read this report, which I hope you will find both informative and of use to you.

Cllr Edward Giles
Cabinet Member for Highways, Transport
& Waste

2 Introduction

Thank you for taking the time to read this Annual Report – its aim is to summarise the parking services currently provided to residents and motorists. This report outlines the many changes that have taken place in 2010/11 and also explains what we intend to achieve in the future. We have tried to show how we balance the needs of local residents, businesses and motorists alike.

We aim to manage and promote safe and fair parking practices and to discourage anti social parking and illegal parking, thereby creating a safer kerbside environment in line with the Local Transport Plan and the Traffic Management Act. The service is delivered through our parking services team within the Economy & Environment Directorate which:

- Enforce and administer all on-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street Pay and Display parking.
- Regulate, enforce and administer residential parking schemes.
- Issue a wide range of parking permits including the Long Stay Permit and Tourist Permits
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the day to day running of the computerised hand-held Penalty Charge system.
- Process Penalty Charge Notices from the point of issue, including investigation, resolution, and preparation of papers to be passed to the Traffic Penalties Tribunal.
- Produce statistics and reports on all aspects of the service.
- Maintain all off-street car parks and coach parks, including surface repairs, lining, signs and borders, through a car park inspection regime.
- Maintain all Pay and Display ticket machines.
- Liaises with the Police, PCSO's, and the Isle of Wight Council's Traffic Management and Road Safety team, with regard to kerbside safety, particularly around schools.
- Liaise with other internal and external bodies with regard to the use of car parks for events.
- Seeks continuous service improvement.

The Parking Services team provides expert advice on all parking related matters to the general public and elected members. The team seeks to present a courteous, equitable and approachable face to its stakeholders, carry out its duties in an efficient manner and demonstrate value for money.

For your information, a glossary of terms that explains some words and phrases can be found at Appendix 5.

3 Background to Parking on the Isle of Wight

The Isle of Wight is predominantly rural in nature, with the main town at its centre and a number of smaller peripheral towns on the coast. There are some clear distinctions between us and many other areas. That we have a dispersed population means we experience problems of a similar nature to other rural areas, the fact that we live on an Island with a limited and low quality road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island's population almost doubles.

The population of circa 140,000 on the Island is predominately based in settlements around the coast, with Newport the County town located at the centre of the Island. The shape of the Island, location of towns and resulting road layout means that most roads radiate out from Newport, similar to the spokes on a wheel. The Island's area is 380.2 sq km with a coastline of 91.7 km and is covered by 826 km of road. The Council has responsibility for the following:

- 78 car parks, of which 22 are free;
- 109 on-street pay & display locations;
- 147 parking ticket machines;
- 26 loading bay locations;
- 61 on-street disabled bay locations;
- 16 school keep clear locations
- Park & Ride car park, Cowes

In April 2007, the control and enforcement of all on-street parking across the Island was taken over by the Isle of Wight Council. The Police were responsible for control and enforcement before this date.

Enforcement was carried out under the 1991 Road Traffic Act until 31st March 2008 when it was replaced by the Traffic Management Act 2004.

4 Overview of Parking Provision and Strategy

We provide public parking facilities to assist with traffic management and environmental improvements. The on-street facilities (typically those located by the kerbside) and off-street facilities (within our car parks) are distributed across the Island. The facilities are paid for completely by the users. Maximum length of stay restrictions are generally structured to promote short-term parking and high turnover of spaces in town centres, but a degree of long-term parking is permitted in the outer areas and our car parks to meet the needs of different motorists, such as commuters.

During the summer of 2010, 149 new pay and display machines were installed in various roads and car parks on the Island. These have been provided by the company Metric and most are solar powered, therefore they do not need an electrical source in order to operate. Payment to these machines can be made by coins, but we can now accept card payments at 27 Chip & Pin machines.

1. Principles of Parking - provision

The structured use of parking management is an essential tool in helping to balance competing demands for road space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The Council's reasons for introducing and enforcing on-street waiting and loading restrictions are:

- to improve the safety of road users;
- to assist the free flow of traffic and reduce congestion;
- to assist and improve bus movement;
- to assist in providing a choice of travel mode;
- to ensure effective loading/unloading for local businesses;
- to provide a turnover of available parking spaces in areas of high demand;
- to assist users with special requirements, such as disabled drivers; and
- to promote and enhance the health of the local economy.

2. Off-street parking

Off-street car parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision, for example by offering longer stays than it is possible to offer on-street, and also by providing capacity which is not available at the kerbside. In general, motorists tend to prefer on-street to off-street parking due to perceptions of convenience and security.

3. Off-street parking capacities

The number and type of available spaces to park on the Isle of Wight, within the Council's control, can be found in Appendix 1.

5 The Services we provide

Parking Services are contacted throughout the year on a wide range of subjects and concerns that motorists and the public have. This results in the section always being very busy. The range of services we provide includes the provision of parking facilities, enforcement of parking restrictions, the issue of residents' parking permits, visitors' vouchers, dispensations and suspensions.

1. Parking permits

Below are the permits that were available during the financial year 2010/11.

Residents Parking Zones

Residents' permits can be issued to residents living within the geographic area in which a parking scheme applies.

The schemes are introduced by the Isle of Wight Council Traffic Management and Road Safety team and are enforced and maintained by Parking Services. The scheme is based on parking areas being divided into zones. This enables permit holders to park in any of the designated bays within their zone instead of being restricted to the street in which they live.

A maximum of two permits per postal address will be issued. The 2010/11 charge for a 12 month resident parking permit is £40 for cars and £10 for motorbikes. Visitor parking scratch cards are available to purchase at £5 for a book of ten. Resident Permits are available for pay & display areas at Newport on-street, Cowes Parade and Esplanades at a cost of £45 or £46.20. For further details on these schemes, visit www.iwight.com or call (01983) 823714.

Long Stay Car Park Permits

These permits were introduced in April 2010 and replaced the previously available Business Permits. They allow unlimited stay within Council long stay car parks and are available for periods of 3, 6 & 12 months at a cost of £135, £260 & £500 respectively. The annual permit equates to £1.37 per day for parking, which is a considerable discount against the daily casual tariff of £6.60.

Tourist Permits

Permits can be purchased for either cars or coaches, allowing parking at Council owned pay and display areas (excluding Browns/Dino Isle & Ventnor Botanic Gardens). For cars, periods of 2, 3, 4, 7 and 14 days can be purchased, with consideration for various holidaying lengths – these start at £11 for 2 days up to £70 for 14 days. For coaches, overnight, 4 & 7 day options are available at a cost of £10, £40 & £60 respectively.

Changes to permits available were made for financial year 2010/11, which included the removal of the Island Residents' Permit (IRP) scheme – further comment on this change can be found in section 7 of this report.

2. The Blue Badge Scheme

The Blue Badge Scheme (updated 2007) provides a national arrangement of parking concessions for disabled people with severe mobility problems who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination. A blue badge allows you to park for up to 8 hours in long stay car parks and 3 hours in short stay car parks. It also entitles you to park for an unlimited period within pay and display bays on street.

3. Dispensations and suspensions

A parking **dispensation** allows any vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials.

Our charge for 2010/11 for the issue of a parking dispensation was £15 per vehicle per day.

A parking **suspension** allows a motorist to park for a specific purpose in a pay and display or meter bay during restricted hours. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. When we issue a suspension, we will place signs at the location to clearly indicate to other motorists that the bay has been temporarily removed from service.

Our charge for 2010/11 for the issue of a parking suspension was £15 per bay per day.

Charges will be waived for applications in connection with funerals, blood transfusion and public health screening. In these circumstances, permission to park must be requested 5 working days in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

4. Parking enforcement

To ensure professional and adequate enforcement takes place, an average of 15 Civil Enforcement Officers (CEO's) are deployed per day. Pay and Display operations are enforced between 8.00am to 6.00pm when charges are applicable, whilst on-street enforcement is undertaken throughout the day to ensure a comprehensive service is provided. CEO's use up to date technology to issue Penalty Charge Notices (PCN's) and record photographic images of contraventions. Each CEO is checked through the Criminal Records Bureau (CRB) and is required to pass a rigorous training schedule prior to undertaking enforcement duties. All Isle of Wight Council CEO's receive training leading to a City & Guilds qualification and have an ambassadorial role for the Council.

5. Enforcement requests

We receive requests for enforcement at specific locations on the Island from the general public. We pass these details to our supervisors and arrangements are made for a Civil Enforcement Officer to visit the location. We are pleased to be able to provide this service and endeavour to respond to requests as quickly as possible, normally the same day. If not, certainly by the next day. If there is an ongoing problem, the feasibility of more regular enforcement may be investigated.

6. Who provides the services?

Our services are provided by the Parking Team, consisting of 40 dedicated permanent members of staff, as listed below.

- External Operations Manager
- Business Manager
- Senior CEO Supervisor
- 2 CEO Supervisors
- 25 Civil Enforcement Officers
- 2 Cash Collection Operatives

The following support staff are provided by the Council's Central (Shared) Services department.

- Office Supervisor
- 2 Legal Assistants
- 1 Admin Officer
- 4 Admin Assistants

6 GENERAL ADVICE & THE APPEALS PROCESS

1. General Advice for avoiding receiving a Penalty Charge Notice (PCN)

Before parking your vehicle it is essential that you make sure you are legally parked.

Here are some helpful hints you may wish to consider before parking your vehicle.

DOS

- Do always check the signs, lines and road markings before you park your vehicle.
- If you are displaying a blue badge, ensure it is facing upwards, showing the wheelchair symbol. It should be clearly placed on the dash board or facia panel. If you also have to show a parking clock this should also be displayed on the dashboard with the clock clearly showing.
- Do, always ensure any pay and display ticket is clearly shown.
- Always make sure that the ticket has not been dislodged by wind or the car door, once you leave the vehicle.
- Do ensure you have the correct change for car parking tickets before you get in your vehicle.
- Do be aware that as the owner of the vehicle (registered with the DVLA) you are liable for any contravention.
- Do always tell the DVLA if you no longer own a particular vehicle and ensure you send off the relevant paperwork.
- Try and park in council owned car parks where possible, as you will always have the right to appeal to an independent tribunal if you have a dispute over an issued ticket.
- Always keep delivery notes if loading or unloading, this may help in any future appeal.

DON'TS

- Do not give yourself the benefit of the doubt when unsure over signs, lines or road markings.
- Do not presume your pay and display ticket is in the place you put it when you closed the car door. Always check it is clearly displayed once you have left the vehicle.
- Do not leave your vehicle to go for change. This is not a ground for appeal.
- Do not lend other people your vehicle if you do not want to be liable for their contraventions.
- If you sell your vehicle do **not** rely on someone else to fill out the DVLA documentation. Do it yourself.
- Do not send original documentation if appealing against a penalty charge - always use copies.

2. The Appeals Process

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered (at the DVLA). It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the currency of the agreement.

Vehicle owners may dispute the issuing of a PCN at three stages:

1. They can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO) (This does not apply in the case of a PCN issued by post, as the PCN then also acts as the NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.
2. Once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the Notice), however, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are compelling reasons for the cancellation of the penalty charge.
3. If the formal representation is rejected, the Council will issue a Notice of Rejection. The appellant then has the right to appeal within 28 days of the date of issue of the Notice of Rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made, other than on a point of law through an application to the High Court for Judicial Review. Appellants may choose to appear before the adjudicator at a personal hearing, or they may elect for a postal hearing (where the adjudicator will reach a decision based upon the written evidence supplied by the two parties). Telephone and on-line hearings are also now starting to be made available.

The steps of the appeals process can be found at Appendix 2.

7 RECENT CHANGES, IMPROVEMENTS AND FUTURE DEVELOPMENTS

1. Cessation of the Island Residents' Permits (IRP)

The Council took the decision to withdraw the IRP scheme with effect from 1st April 2010. The annual cost of the IRP was £75 (£50 for OAPs) and allowed for up to 8 hours parking daily, which equates to 21p (14p) per day. This was a considerable concession when set against the casual rate of £6.60 for a day's parking. In the current challenging economic climate the Council considered that it could no longer afford to offer this considerable benefit to Island motorists when it was facing substantial reductions to its budget in other areas.

There were also significant non-financial reasons why the scheme could not continue. The Department for Transport (DfT) introduced the Traffic Management Act (TMA) in 2004, which places a duty on local authorities to tackle congestion and encourage the use of more sustainable methods of transport. The IRP served to increase the demand for car parking such that at peak periods car parks were full and motorists forced to drive round various locations in search of a parking space which increases traffic congestion within our towns. We now have a healthy turnover of spaces within our car parks, with motorists able to find a space on their first visit to a parking location.

Since the removal of IRP's, we have received correspondence from residents concerned that the Council is now losing income due to this decision. Although income has not been to anticipated levels, during the financial year 2010/11 income from pay & display machines and permits combined increased by £322,109 over the previous year at a time when nationally most authorities are reporting a significant reduction in their income from parking. It should also be noted that pay and display tariffs have not been increased since April 2008 and all income generated from parking funds the cost of providing the service and any surplus is re-invested into local transport and environmental schemes.

2. Top marks for new recruit

All Isle of Wight Council Civil Enforcement Officers have undertaken and passed the City & Guilds Level 2 course in Parking Enforcement. The latest recruit to obtain this qualification was Sandown based Luca Orlandi, who gained 100% in his exam, prompting course trainer and ex Metropolitan Police Officer Ian Wallace to comment: 'I believe he should be congratulated for his achievements and believe he will be a great member of your team'. The commitment and success of recruiting Luca is particularly pleasing as he was redeployed to Parking Services following the reorganisation of the school system.

3. Bailiffs ethical debt recovery recognised with national award

Whilst parking penalty charges can be resolved at various stages, which include the opportunity to appeal to an independent tribunal, a number of cases still progress to debt registration and the Council has no alternative than to seek recovery by instructing Civil Enforcement Agents (bailiffs). We appreciate this can be a stressful process for the debtors involved, but the Council has been reassured that recovery action undertaken by Marston is in an appropriate and sympathetic manner. At the British Parking Awards 2011, Marston won the Enforcement Award for their “Model of Excellence in Ethical Debt Recovery” in recognition of their work on the Isle of Wight, in partnership with the Citizens Advice Bureau and the Council.

4. Future Payment Options

We are currently developing additional payment options to provide a more convenient service for both residents and tourists to pay for their parking requirements. During early 2012, we will be introducing a mobile phone payment option within our parking locations and also an option to pay for an annual long stay permit via a monthly direct debit. We often receive enquiries as to why our ticket machines do not give change, but it is not practical to do so given the security risks inherent in storing a considerable sum of cash on the street and machines would need to be replenished regularly to ensure that change was available. This would prove expensive and it would be unavoidable not to pass this cost on to the motorist in higher parking charges – it should be noted that the Council has not increased pay and display tariffs since April 2008. Another payment option being explored is the use of smartcards, with many authorities introducing schemes that offer residents discounted parking rates.

5. Parking Strategy

Whilst parking has always been included within the Local Transport Plan (LTP), it has been acknowledged that parking is part of everyday Island life, which impacts on the social, economic, cultural and environmental needs of the whole community. For this reason, the Council intends to produce an “Island Parking Strategy” that aims to find a sustainable approach to balance the needs of residents, businesses and visitors, the economy and the environment whilst helping to reduce traffic congestion.

8 STATISTICAL PERFORMANCE AND INFORMATION REGARDING PENALTY CHARGE NOTICE (PCNs) ISSUED

Most people associate Parking ‘tickets’ and the appeal process with Parking Services - it certainly evokes strong feeling. Specialist software is used to process appeals and technology is used to issue PCN’s. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating.

We have made and continue to make changes, so that the experience of making an appeal is clearer and less stressful. These changes include:

- Speedy replies; nearly all responses to appeals are sent out within 2 weeks;
- Better use of plain English
- Less jargon;

We are always looking to improve further, so if you have any suggestions or ideas, please do not hesitate to contact us.

1. Summary of total number of PCNs issued

We issued a total of 31,197 PCN’s for the period 1st April 2010 to 31st March 2011. These were issued using traditional parking enforcement methods where a Civil Enforcement Officer (previously known as a Parking Attendant) served the PCN.

2. On and off-street breakdown of PCNs issued

Each Local Authority has a duty to supply figures to various Government departments on different types of enforcement and where PCN’s were issued. The Department for Transport requires a breakdown of on and off street PCN’s issued by each authority. On-street is recognised as pay and display bays and yellow line restrictions, etc. Off-street is defined essentially as car parks.

3. Challenges and representations received

Individuals may challenge the issue of a PCN prior to a Notice to Owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the Traffic Penalty Tribunal who will independently adjudicate.

The table below shows the total numbers and percentages of challenges and representations received between 1st April 2010 and 31st March 2011. (FY 09/10 figures are shown in brackets)

Challenges for the Period	Percentage of challenges received against total PCNs issued	Total representations received	Percentage of total representations received
7,446	23.87%	1,073	3.44%
(6,031)	(20.05%)	(1,063)	(3.53%)

Between 1st April 2010 and 31st March 2011, we received a total of 7,446 challenges against PCNs, which equates to 23.87% of the total figure of penalties issued (31,197). For the same period, a total of 1,073 representations were received, which equates to 3.44% of the total figure issued.

4. Contravention codes, descriptions, charging levels and current state

The table at Appendix 3 shows breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

9 FINANCIAL INFORMATION 2010/11

1. Parking income and expenditure

Parking enforcement **income** has always been a contentious issue and we often hear the term 'it is just a money making exercise'. Hopefully the information below will go some way to explaining some of the misconceptions about parking income both from PCNs and car parking charges.

Under section 55 of the Road Traffic Regulation Act 1984 as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, each Local Authority is obliged to publish their accounts. The income and expenditure figures for our parking account are illustrated overleaf. If you require further information, please contact us.

In a perfect world we would be in the position of not having to issue any PCN's. However, this will only happen if drivers comply with parking regulations, traffic regulations and road signs and, of course, are never late back to their vehicle after their pay and display ticket has expired.

The benefits of compliance include improved road safety, better vehicular movement and clearer access for pedestrians and individuals with disabilities. Other less obvious benefits include an enhanced local economy, for example, turnover of parking bays outside shops with time limited bays and the effect of less congestion on the environment.

The charges for PCN's are not set by Local Authorities, but by the Secretary of State who stipulates the set charges within two bands, however we have the responsibility for enforcement. We enforce to a level that aims to encourage compliance but cannot be viewed or demonstrated as being over zealous.

Under current legislation, any **surplus** is limited to meeting the cost of providing and maintaining parking facilities, highways and street improvement schemes, traffic management schemes, highways maintenance and public transport services. Here on the Island, the surplus from parking charges and income from PCN's is allocated to various Highways schemes included within the Local Transport Plan.

It is worth pointing out that all of the charges for the use of off street car parks quoted in this report include an element of VAT. On 1st January 2011 this increased from 17.5% to 20%. The Council chose not to pass this increase on to the motorist and absorbed it within the overall budget for the provision and management of parking services.

2. Parking Services Finance

The table below shows the actual expenditure and income for the year ending 31st March 2011.

Expenditure and Income for the year ending 31st March 2011		
	Outturn	2009/10
	£	£
-		
<u>Expenditure</u>		
Running Expenses	1,538,115	1,654,349
Recharges / Reserve contributions	112,901	153,933
Total Expenditure	1,651,016	1,840,664
-		
<u>Income</u>		
Off-Street (Car Parks) Ticket Machine Income	(1,937,389)	(1,418,888)
On-Street Ticket Machine Income	(936,298)	(940,231)
Permit Income	(620,971)	(813,430)
Penalty Charge Notices	(909,123)	(749,779)
Other Income	(30,003)	(54,585)
Total Income	(4,433,784)	(3,976,913)
<u>Net Expenditure</u>	(2,782,768)	(2,168,631)

All figures exclude VAT

Locality	Car Park Name	Type	Car Parking Spaces					Motor Cycle Bays	Coach Bays
			Total	Pay & Display	Free	Disabled	Reserved		
Bembridge	Steyne Road	Free	30		28	2			
Bembridge	Brooks Close	Free	35		35				
Bembridge	Lane End	Long	67	67					
Brighstone	Chiltern Chine	Free	10		10				
Brighstone	Warnes Lane	Free	25		25				
Carisbrooke	High Street	Free	42		40	1		1	
Chale	Chale Street	Free	10		10				
Chale	Blackgang View Point	Free	20		20				
Chale	Whale Chine	Free	22		22				
Cowes	Somerton Park & Ride	Free	77		77				
Cowes	Mornington Road	Long	31	31					
Cowes	Brunswick Road	Long	43	40		2		1	
Cowes	Co-op	see note	69	65		3		1	
Cowes	Cross Street	Short	75	69		5		1	
East Cowes	Well Road	Long	52	50		1		1	
Freshwater	Avenue Road	Long	48	45		2		1	
Freshwater	Colwell Bay	Long	49	46		2		1	
Freshwater	Freshwater Bay	Long	94	92		1		1	
Freshwater	Moa Place ***	Long	95	84		9		2	
Godshill	Main Road (Opp. Griffin)	Free	36		36				

Lake	New Road ***	Long	79	77		1		1	
Newport	Royal Exchange	Free	17		15	2			
Newport	Medina Avenue	Long	49	38			10	1	
Newport	Newport Harbour	Long	83	78		4		1	
Newport	Little London	Long	101	96		4		1	
Newport	Seaclose	Long	155	152		2		1	
Newport	County Hall *	Long	166	165				1	
Newport	Coppins Bridge	Long	186	170		5		2	9
Newport	New Street	Shoppers	39	39					
Newport	Sea Street	Shoppers	64	60		2		2	
Newport	Church Litten	Short	35	31		3		1	
Newport	Lugley Street	Short	131	121		8		2	
Newport	Chapel Street	Short	174	167		5		2	
Niton	Star Inn Road	Free	10		10				
Ryde	Puckpool Park	Free	92		88	4			
Ryde	Appley	Free	131		122	8		1	
Ryde	Green Street	Long	38	35		2		1	
Ryde	Garfield Road	Long	40	38		2			
Ryde	Lind Street	Long	54	51		2		1	
Ryde	St Thomas (Lower)	Long	59	56		2		1	
Ryde	St Thomas (Upper)	Long	151	148		2		1	
Ryde	Quay Road	Long	266	242		10		2	12

Ryde	Victoria Street	Short	48	41		2	3	2	
Sandown	Station Avenue	Long	55	52		2		1	
Sandown	Yaverland	Long	121	115		6			
Sandown	The Heights **	Long	147		138	8		1	
Sandown	Fort Street	Long	256	233		3		2	18
Sandown	Browns/Dino Isle	see note	179	171		7		1	
Sandown	St Johns Road	Short	49	46		2		1	
Seaview	Pier Road	Free	51		48	2		1	
Seaview	The Duver	Long	59	55		4			
Shanklin	Atherley Road	Long	25	14		2		1	8
Shanklin	Hope Road	Long	59	55		3		1	
Shanklin	Spa	Long	70	64		1			5
Shanklin	Winchester House	Long	80	80					
Shanklin	Esplanade Gardens	Long	89	86		2		1	
Shanklin	Orchardleigh Road	Long	91	88		1		2	
Shanklin	Landguard Road	Short	59	56		2		1	
Shanklin	Vernon Meadow	Short	106	95		3		2	6
St Helens	St Helens Duver	Long	51	49		2			
Totland	Broadway	Free	26		24	1		1	
Ventnor	East Cliff	Free	14		12	1		1	
Ventnor	Smugglers Haven	Free	14		14				
Ventnor	Whealers Bay	Free	44		41	2		1	

Ventnor	Pound Lane	Long	28	25		3			
Ventnor	Market Street	Long	34	31		2		1	
Ventnor	Dudley Road	Long	50	42		2			6
Ventnor	The Grove	Long	66	62		2		2	
Ventnor	Eastern Esplanade	Long	74	71		2		1	
Ventnor	Central (High St)	Long	85	81		3		1	
Ventnor	Shore Road	Long	90	90					
Ventnor	La Falaise	Long	99	94		4		1	
Ventnor	Botanic Gardens	see note	150	141		4		1	4
Wootton	Brannon Way	Free	76		72	2		2	
Wroxall	St Martins	Free	42		38	3		1	
Yarmouth	Bouldnor	Free	24		24				
Yarmouth	River Road	Long	256	251		2		2	1
Yarmouth	Pier Square	see note	25	22		2		1	
			5842	4563	949	183	13	65	69

Notes

Car parking charges at **Botanic Gardens**, **Browns/Dino Isle**, **Co-op** and **Pier Square** are set independently - check the tariff board within the car park for current charges

Some free car parks are limited waiting (maximum stay) - check the signs at the individual car parks for further details

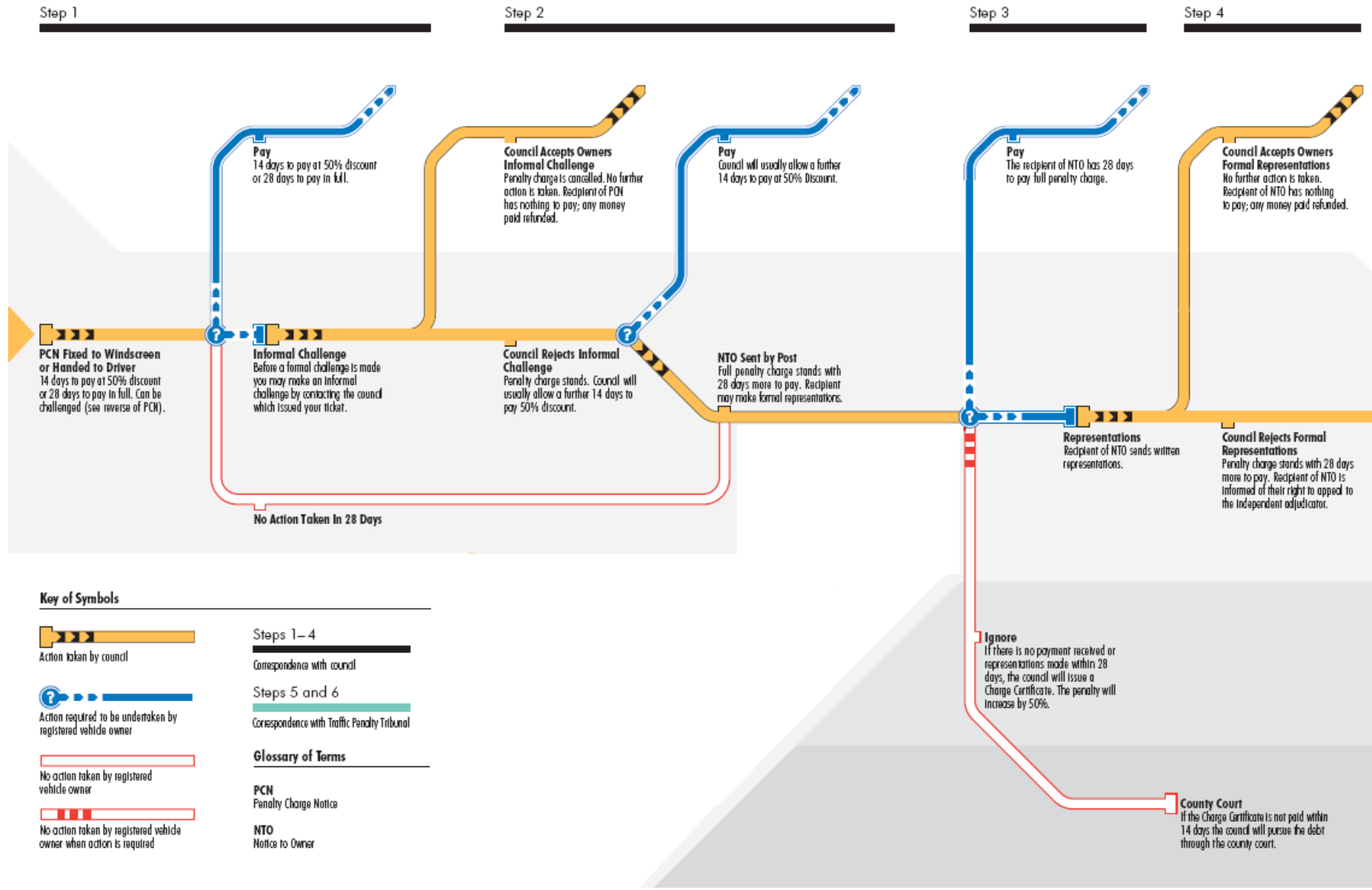
* **County Hall** car park open to public on weekends only

** **The Heights** car park offers two hours free parking (ticket required from machine - check board for instructions)

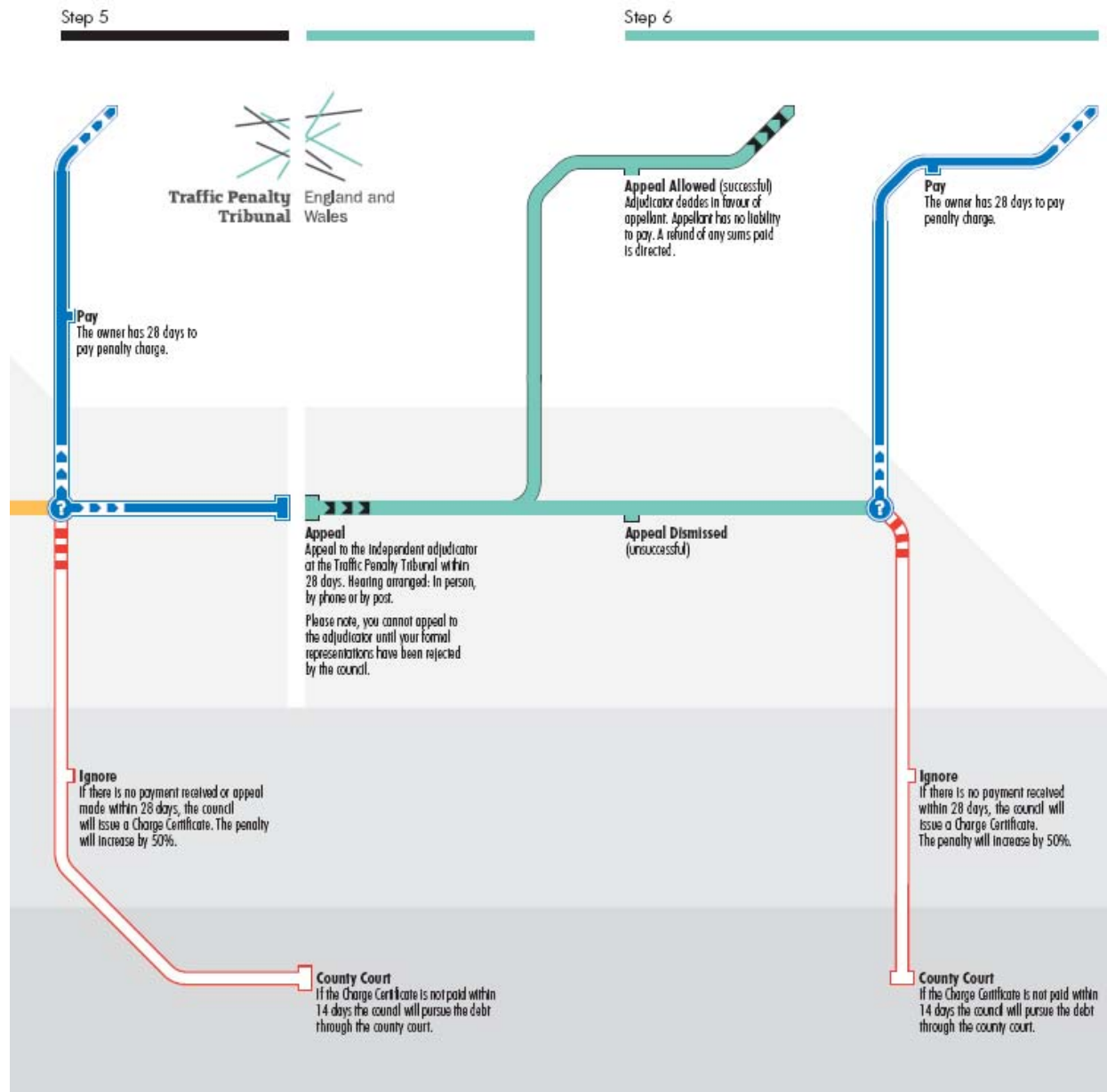
*** Car parks at **Moa Place**, **Freshwater** and **New Road, Lake** offer free parking for half hour (ticket required from machine - check board for instructions)

Steps of the Appeal Process

The Parking Penalty Enforcement Process



Steps of the Appeal Process (continued)



Useful Links

Parking And Traffic Regulations Outside London (PATROL)

www.patrol-uk.info

Traffic Penalties Tribunal

www.trafficpenalties.gov.uk

DfT Traffic Management Act 2004 (TMA 2004)

www.dft.gov.uk/par/roads/tbm/tmaportal/

Isle of Wight Council - Case Summary by Contravention of PCNs issued from 1st April 2010 to 31st March 2011

Current state is as at 27th June 2011

<u>Contravention</u>		<u>Band</u>	<u>Issued</u>	<u>Outstanding</u>	<u>%</u>	<u>Paid</u>	<u>%</u>	<u>Cancelled</u>	<u>%</u>	<u>Written Off</u>	<u>%</u>	<u>Part Paid</u>	<u>%</u>	<u>Collection Rate (%)</u>
<u>Code</u>	<u>Description</u>													
01	Parked in a restricted street during prescribed hours	Higher	3,080	282	9.16%	2,436	79.09%	321	10.42%	14	0.45%	19	0.62%	79.71%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	392	22	5.61%	319	81.38%	45	11.48%	1	0.26%	2	0.51%	81.89%
05	Parked after the expiry of paid for time	Lower	1,567	93	5.93%	1,358	86.66%	99	6.32%	7	0.45%	8	0.51%	87.17%
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	3,086	174	5.64%	1,987	64.39%	900	29.16%	13	0.42%	6	0.19%	64.58%
07	Parked with additional payment made to extend the stay beyond expiry of the time initial purchased	Lower	3	0	0.00%	3	100.00%	0	0.00%	0	0.00%	0	0.00%	100.00%
09	Parked displaying multiple pay & display tickets where prohibited	Lower	1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0.00%
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher	2	1	50.00%	0	0.00%	1	50.00%	0	0.00%	0	0.00%	0.00%
16	Parked in a permit space without displaying a valid permit	Higher	1,761	100	5.68%	1,534	87.11%	101	5.74%	4	0.23%	18	1.02%	88.13%
20	Parked in a loading gap marked by a yellow line	Higher	2	0	0.00%	2	100.00%	0	0.00%	0	0.00%	0	0.00%	100.00%
21	Parked in a suspended bay or space or part of bay or space	Higher	113	3	2.65%	63	55.75%	45	39.82%	0	0.00%	0	0.00%	55.75%
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	Lower	10	0	0.00%	7	70.00%	3	30.00%	0	0.00%	0	0.00%	70.00%
23	Parked in a parking place or area not designed for that class of vehicle	Higher	130	5	3.85%	104	80.00%	19	14.62%	0	0.00%	1	0.77%	80.77%
24	Not parked correctly within the markings of the bay or space	Lower	444	18	4.05%	387	87.16%	36	8.11%	2	0.45%	1	0.23%	87.39%
25	Parked in a loading place during restricted hours without loading	Higher	433	26	6.00%	355	81.99%	44	10.16%	1	0.23%	2	0.46%	82.45%

26	Parked in a special enforcement area more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	Higher	8	0	0.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	100.00%
27	Parked in a special enforcement area adjacent to a dropped footway	Higher	170	9	5.29%	135	79.41%	26	15.29%	0	0.00%	0	0.00%	79.41%
30	Parked for longer than permitted	Lower	4,601	424	9.22%	3,791	82.40%	315	6.85%	35	0.76%	28	0.61%	83.00%
34	Being in a Bus Lane	Higher	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0.00%
40	Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge in the prescribed manner	Higher	640	25	3.91%	433	67.66%	176	27.50%	1	0.16%	3	0.47%	68.13%
42	Parked in a parking place designed for police vehicles	Higher	4	0	0.00%	2	50.00%	2	50.00%	0	0.00%	0	0.00%	50.00%
45	Parked on a taxi rank	Higher	213	11	5.16%	186	87.32%	14	6.57%	0	0.00%	1	0.47%	87.79%
46	Stopped where prohibited (on a red route or clearway)	Higher	41	1	2.44%	37	90.24%	3	7.32%	0	0.00%	0	0.00%	90.24%
47	Stopped on a restricted bus stop or stand	Higher	150	7	4.67%	130	86.67%	8	5.33%	4	2.67%	1	0.67%	87.33%
48	Stopped in a restricted area outside a school when prohibited	Higher	21	4	19.05%	16	76.19%	1	4.76%	0	0.00%	0	0.00%	76.19%
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	1	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0.00%
70	Parked in a loading area during restricted hours without reasonable excuse	Higher	20	1	5.00%	14	70.00%	4	20.00%	0	0.00%	0	0.00%	70.00%
80	Parked for longer than the maximum period permitted	Lower	348	20	5.75%	254	72.99%	70	20.11%	0	0.00%	2	0.57%	73.56%
81	Parked in a restricted area in a car park	Higher	13	0	0.00%	12	92.31%	1	7.69%	0	0.00%	0	0.00%	92.31%
82	Parked after the expiry of paid for time	Lower	3,578	142	3.97%	3,171	88.62%	230	6.43%	11	0.31%	14	0.39%	89.02%
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Lower	8,331	354	4.25%	5,089	61.09%	2,814	33.78%	37	0.44%	16	0.19%	61.28%
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower	6	0	0.00%	4	66.67%	2	33.33%	0	0.00%	0	0.00%	66.67%
85	Parked in a permit bay without clearly displaying a valid permit	Higher	13	0	0.00%	4	30.77%	9	69.23%	0	0.00%	0	0.00%	30.77%
86	Parked beyond the bay markings	Lower	935	29	3.10%	814	87.06%	81	8.66%	0	0.00%	4	0.43%	87.49%

87	Parked in a designated disabled persons parking space without displaying a valid disabled persons badge in the prescribed manner	Higher	634	20	3.15%	376	59.31%	232	36.59%	2	0.32%	2	0.32%	59.62%
91	Parked in a car park or area not designated for that class of vehicle	Higher	375	9	2.40%	338	90.13%	27	7.20%	0	0.00%	2	0.53%	90.67%
92	Parked causing an obstruction	Higher	1	0	0.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	100.00%
94	Parked in a pay and display car park without clearly displaying two or more valid pay and display tickets when required	Lower	22	0	0.00%	14	63.64%	8	36.36%	0	0.00%	0	0.00%	63.64%
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	47	1	2.13%	43	91.49%	2	4.26%	0	0.00%	1	2.13%	93.62%
Grand Totals			31,197	1,781	5.71%	23,427	75.09%	5,641	18.08%	132	0.42%	131	0.42%	75.51%

Breakdown of PCNs issued at Lower and Higher rates

Lower	22,932	1,254	5.47%	16,879	73.60%	4,558	19.88%	105	0.46%	79	0.34%	73.95%
Higher	8,265	527	6.38%	6,548	79.23%	1,083	13.10%	27	0.33%	52	0.63%	79.85%
	31,197	1,781	5.71%	23,427	75.09%	5,641	18.08%	132	0.42%	131	0.42%	75.51%

Number/Percentage of PCNs paid at discounted rate

Lower	14,483	85.80%
Higher	5,771	88.13%

Note : Higher level contravention penalty charges are £70, discounted to £35 if paid within 14 days of issue, with lower level contraventions set at £50, discounted to £25 if paid within 14 days of issue.

GLOSSARY OF TERMS/JARGON BUSTER

The glossary below, which is in alphabetical order, explains some terms and phrases in the Annual Report that may be unfamiliar to you.

CHALLENGE

A challenge is an objection made against a Penalty Charge Notice (PCN) **before** the issue of a Notice to Owner or Enforcement Notice.

CANCELLATIONS

A PCN is cancelled when we consider that it has been issued in error and close the case without accepting payment.

CIVIL ENFORCEMENT OFFICER (CEO)

This is a designated name given by the Traffic Management Act 2004 to those officers engaged by councils to issue Penalty Charge Notices. CEOs (formerly known as Parking Attendants) may be employed directly by the Council or through a specialist contractor.

CONTRAVENTION

A contravention is failure by a motorist to comply with traffic or parking regulations.

CONTROLLED PARKING ZONE (CPZ)

This is an area where parking is restricted during certain times of the day. The main aim of a CPZ is to ensure that parking spaces within the zone are managed to balance the needs of residents and other motorists. In a CPZ the restrictions are shown by signs placed on all vehicular entry points to the zone. Signs are only required within the zone where the restrictions are different from those on the entry signs. There will not usually be a sign for a yellow line where the restrictions are the same as on the entry signs.

DECRIMINALISED

In April 2007, parking enforcement was decriminalised across the Isle of Wight. This means that it is no longer illegal to park in breach of regulations. Enforcement of most of the on-street parking regulations is now the sole responsibility of the Local Authority rather than of the Police. Non-compliance is treated as a civil offence rather than a criminal offence. Ultimately unpaid Penalty Charge Notices are pursued by debt collection agencies, rather than through the criminal courts.

DIFFERENTIAL PARKING PENALTIES

This is the name given to the changes in the levels of charging for penalties implemented by the Government to make the system fairer, with its introduction on the Island on 31st March 2008. Higher level charges apply to contraventions that are considered serious and lower levels to those that are considered less serious.

ENFORCEMENT NOTICE

An Enforcement Notice is a statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a Penalty Charge Notice. This notice is only served for **bus lane contraventions** if the penalty remains unpaid after 28 days. Within 28 days of the Enforcement Notice, the owner is required to either:

- make payment of the full penalty charge; or
- make representations against liability for the charge.

NOTICE TO OWNER (NTO)

A Notice to Owner is a statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a Penalty Charge Notice. This notice is served for **parking contraventions** where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the Notice to Owner, the owner is required to either:

- make payment of the full penalty charge; or
- make representations against liability for the charge.

OFF-STREET PARKING

Off-street parking facilities are those within car parks.

ON-STREET PARKING

On-street parking facilities are those by the kerbside

ORDER FOR RECOVERY OF UNPAID PENALTY CHARGE

This is an order for recovery of an unpaid penalty charge which has been registered with the Traffic Enforcement Centre (TEC). TEC is currently situated at the County Court in Northampton and is the centre where unpaid penalty charges are registered as debts at the County Court. This is an automated process, not requiring, or allowing an appearance by any party and once registration has taken place, the debt can be passed to a bailiff for collection of the outstanding monies.

PENALTY CHARGE NOTICE

This is a notice issued because a vehicle has allegedly contravened a parking or bus lane regulation. A Penalty Charge Notice must contain certain information, including a description of the contravention alleged to have occurred.

REGISTERED KEEPER

This is the person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal and debt recovery action.

REPRESENTATION

A representation is a challenge against a Penalty Charge Notice **after** a Notice to Owner or Enforcement Notice has been issued.

WAIVERS

A PCN is waived when we accept mitigating circumstances and close the case without accepting payment.

WRITE-OFFS

A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our bailiff companies have attempted to collect the debt without success.